

**Local Agency Self Monitoring  
CPA Observation Form – Certification Visit**

ID# \_\_\_\_\_  
 Status \_\_\_\_\_  
 New Cert \_\_\_\_\_ Recertification \_\_\_\_\_  
 Language Barrier Yes \_\_\_\_\_ No \_\_\_\_\_  
 Interpreter Used Yes \_\_\_\_\_ No \_\_\_\_\_

Local Agency \_\_\_\_\_  
 Clinic Name \_\_\_\_\_  
 Reviewer \_\_\_\_\_  
 Date \_\_\_\_\_  
 Time Started \_\_\_\_\_ Time Stopped \_\_\_\_\_  
 Total Time of Contact \_\_\_\_\_ Minutes

	YES	NO	N/A	COMMENTS
1. Greets client, introduces self by name and explains what will happen at this station				
2. Space is private enough so that others cannot easily overhear conversation				
3. Noise level is low enough that CPA and client can converse easily without strain or distraction				
4. Uses accurate techniques in weighing and measuring				
5. Explains growth chart or prenatal weight gain grid to client/responsible party				
6. Uses accurate techniques for hemoglobin/hematocrit				
7. Explains results of hemoglobin/hematocrit				
8. Immunization record evaluated to determine if current				
9. Documents immunizations in WIC computer system				
10. Uses appropriate forms/questions for obtaining substance abuse information				
11. Completes health assessment using appropriate questions and assessment/care plan form				
12. Completes dietary assessment using appropriate food record form and information gained during client interview				
13. Correctly identifies all relevant medical/nutritional risks based on information obtained during health/dietary assessment				
14. Explains medical/nutritional risks to client or responsible party				
15. Accurately records all medical/nutritional risks on assessment/care plan form and in WIC computer system				
16. Offers food package choice as applicable for status and assigns appropriate food package.				
17. Works cooperatively with participant in setting achievable goals based on participants risk factors, current knowledge and personal motivation				
18. General counseling points covered <ul style="list-style-type: none"> <li>• According to participant status</li> <li>• Supplemental food program, foods only for participant, nutritional contribution of WIC foods</li> </ul>				
19. Completes assessment/care plan form according to procedure				
20. Makes referrals as appropriate and documents referral in WIC computer system				

	YES	NO	N/A	COMMENTS
21. Interviewing techniques appropriate <ul style="list-style-type: none"> <li>• Ask open ended questions</li> <li>• Actively listen to client concerns</li> <li>• Probe for additional information as needed</li> <li>• Addresses client questions/concerns in a supportive manner</li> </ul>				
22. Uses client-centered counseling strategies <ul style="list-style-type: none"> <li>• Asks permission</li> <li>• Uses open ended questions</li> <li>• Uses reflective listening to affirm and validate client responses</li> <li>• Expresses empathy</li> <li>• Summarizes what has been said/heard</li> <li>• Provides information as appropriate</li> </ul>				
23. Provides opportunity for 2-way communication between client and CPA				
24. Health and Nutrition education accurate and appropriate <ul style="list-style-type: none"> <li>• Relates to identified problems and concerns</li> <li>• Uses client-centered counseling strategies</li> </ul>				
25. Educational materials provided are relevant to clients nutritional risk, status, cultural, educational and economic needs				
26. Uses appropriate number of educational materials and personalizes when possible				
27. Provides dialogue that promotes, encourages and supports breastfeeding				
28. Maintained non-judgmental attitude at all times				
29. Services provided in a culturally and linguistically appropriate manner				
<b>Other:</b>				
<b>Comments:</b>				